

FIG. 1

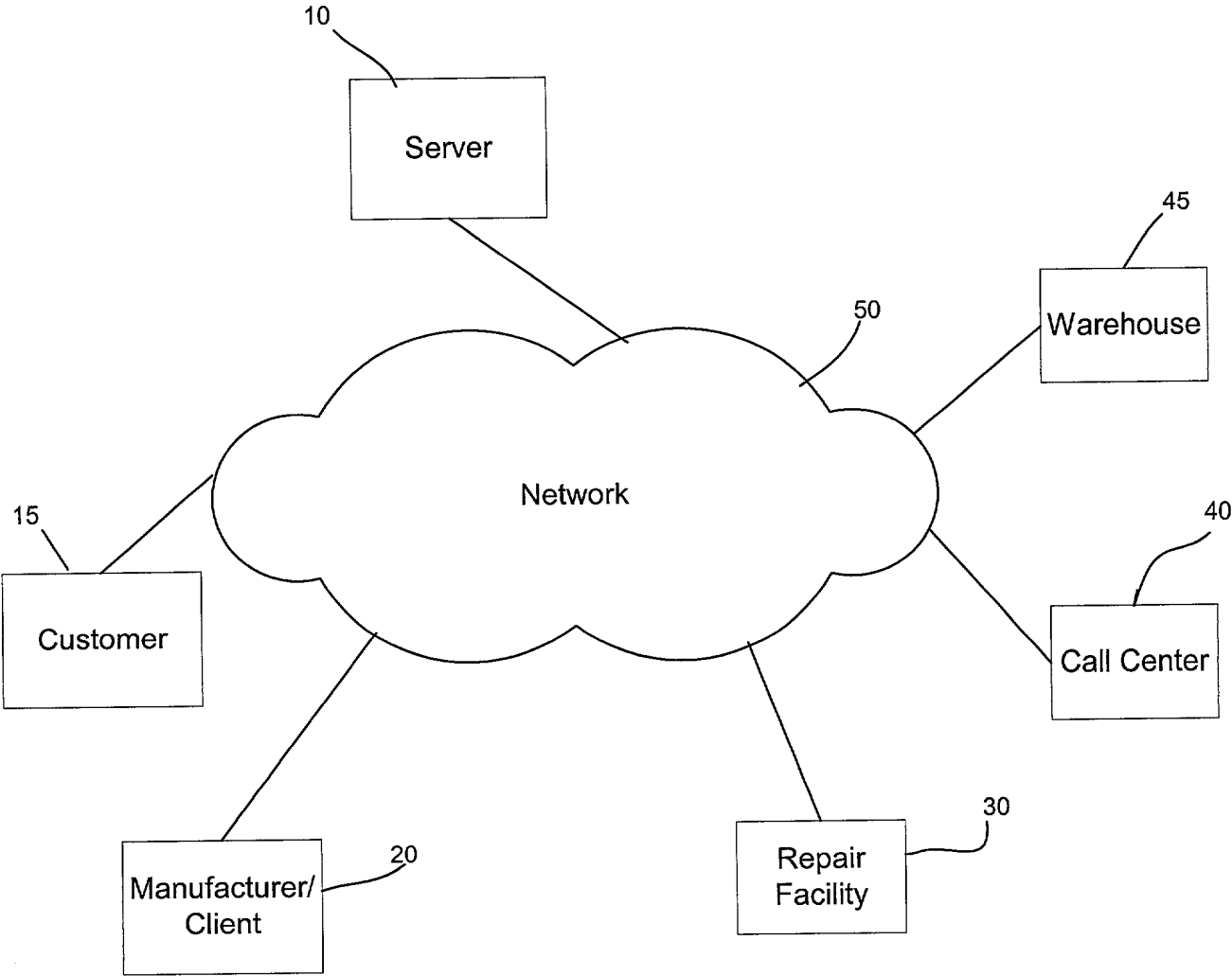


FIG. 2

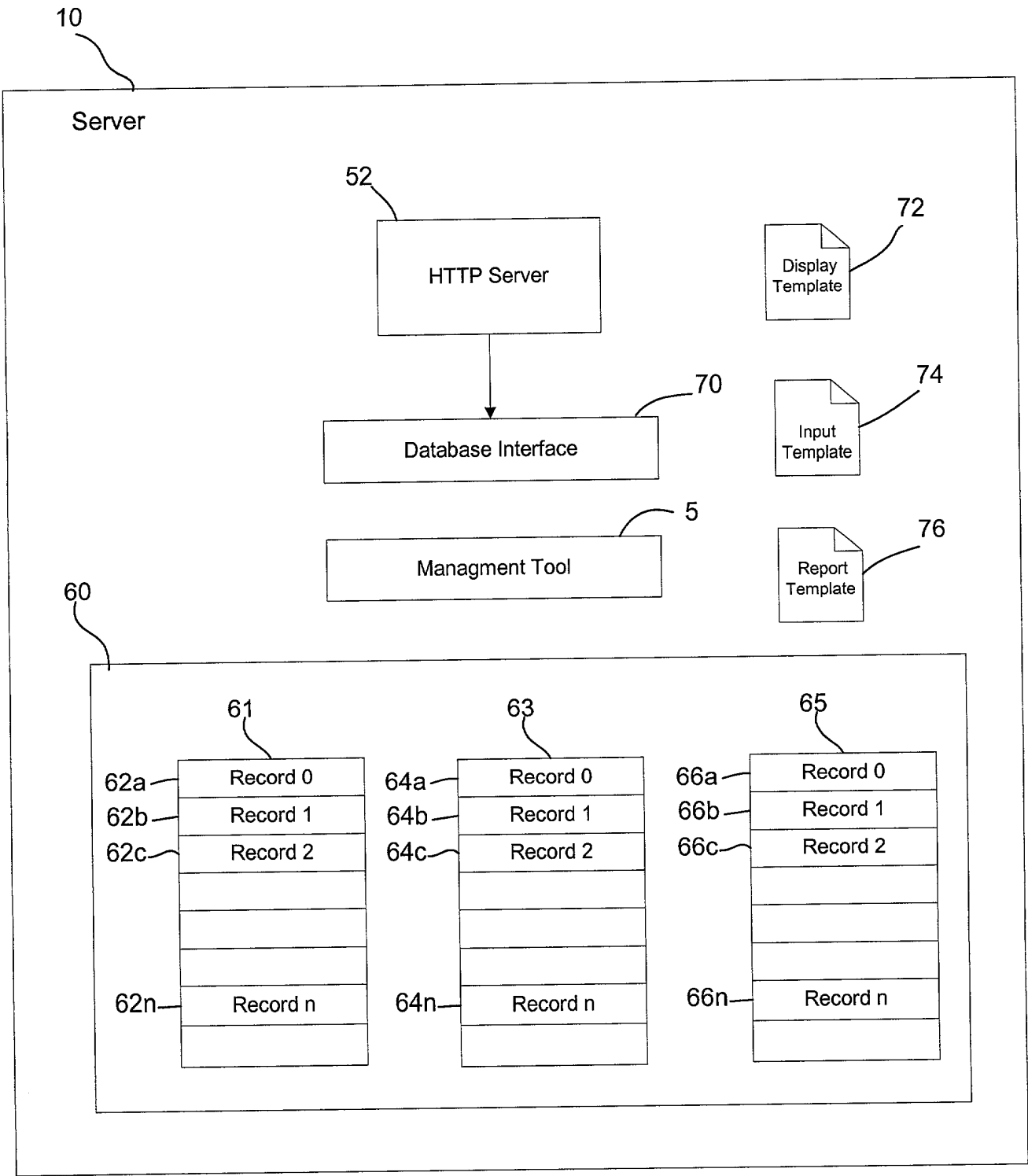
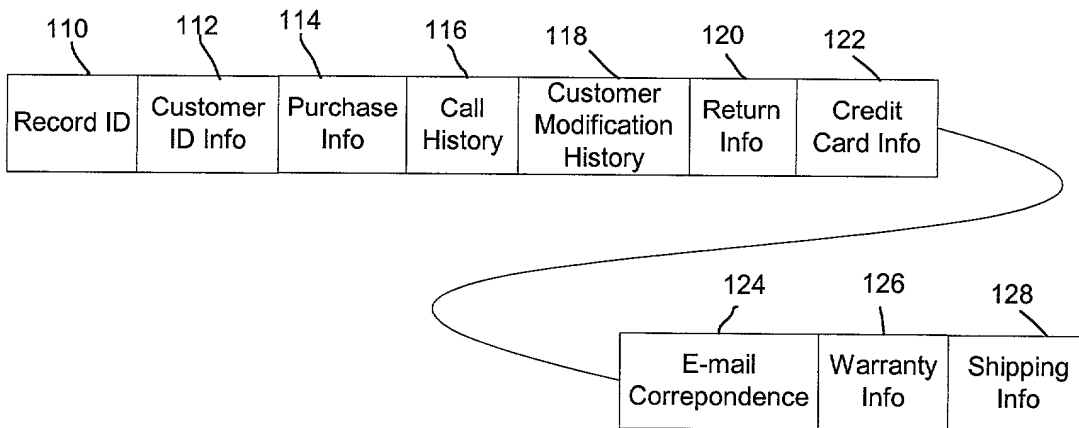
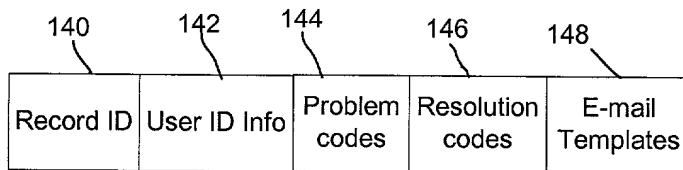


FIG. 3

Record 62



Record 64



Record 66

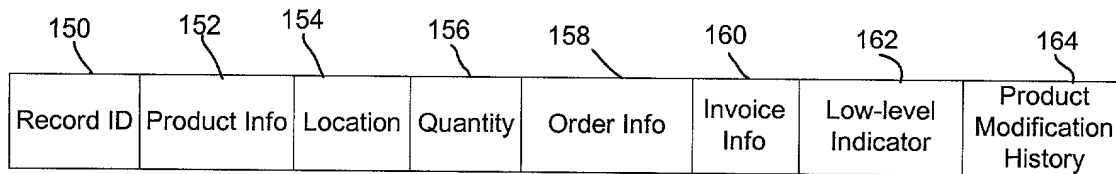


FIG. 4

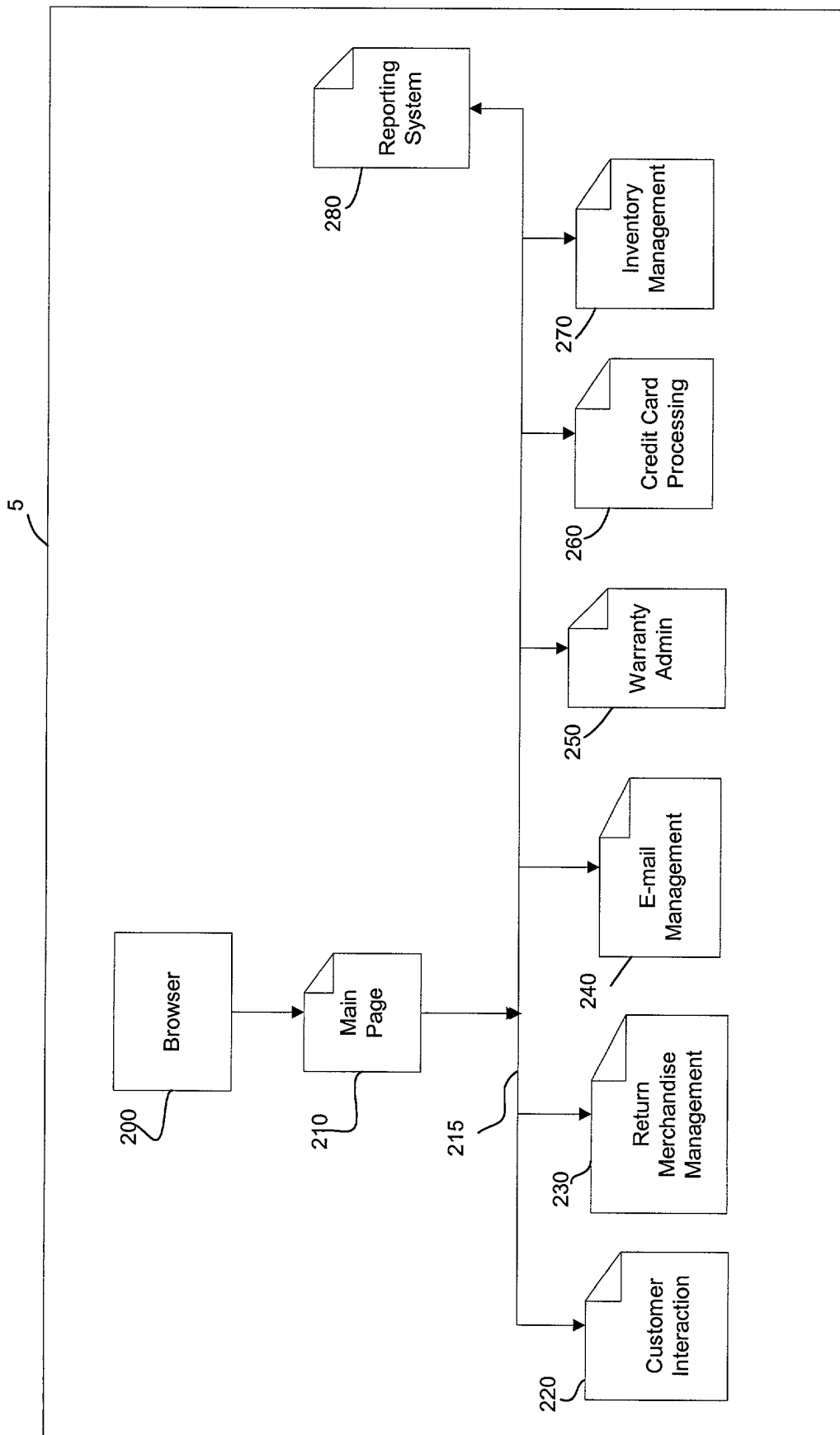


FIG. 5

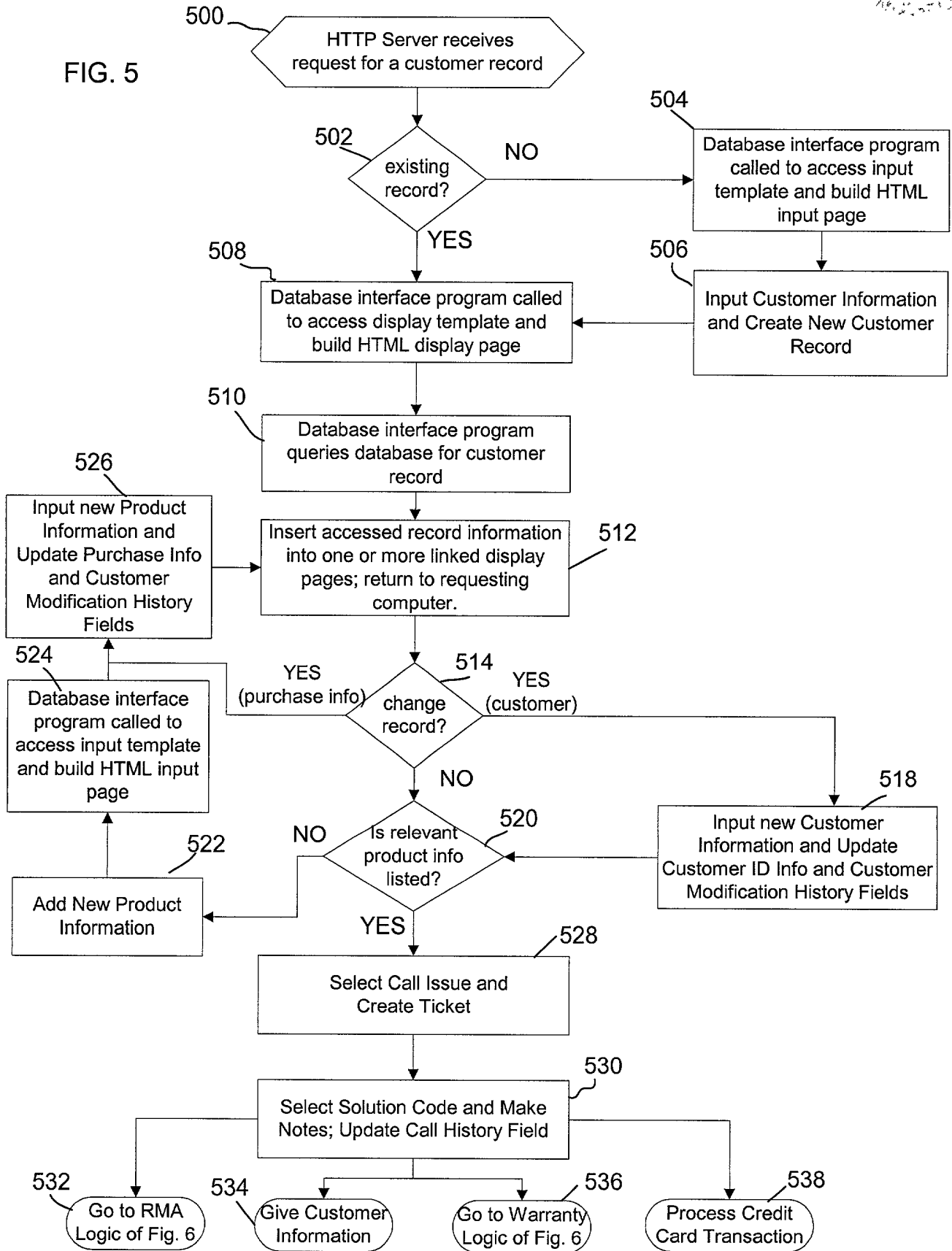


FIG. 6

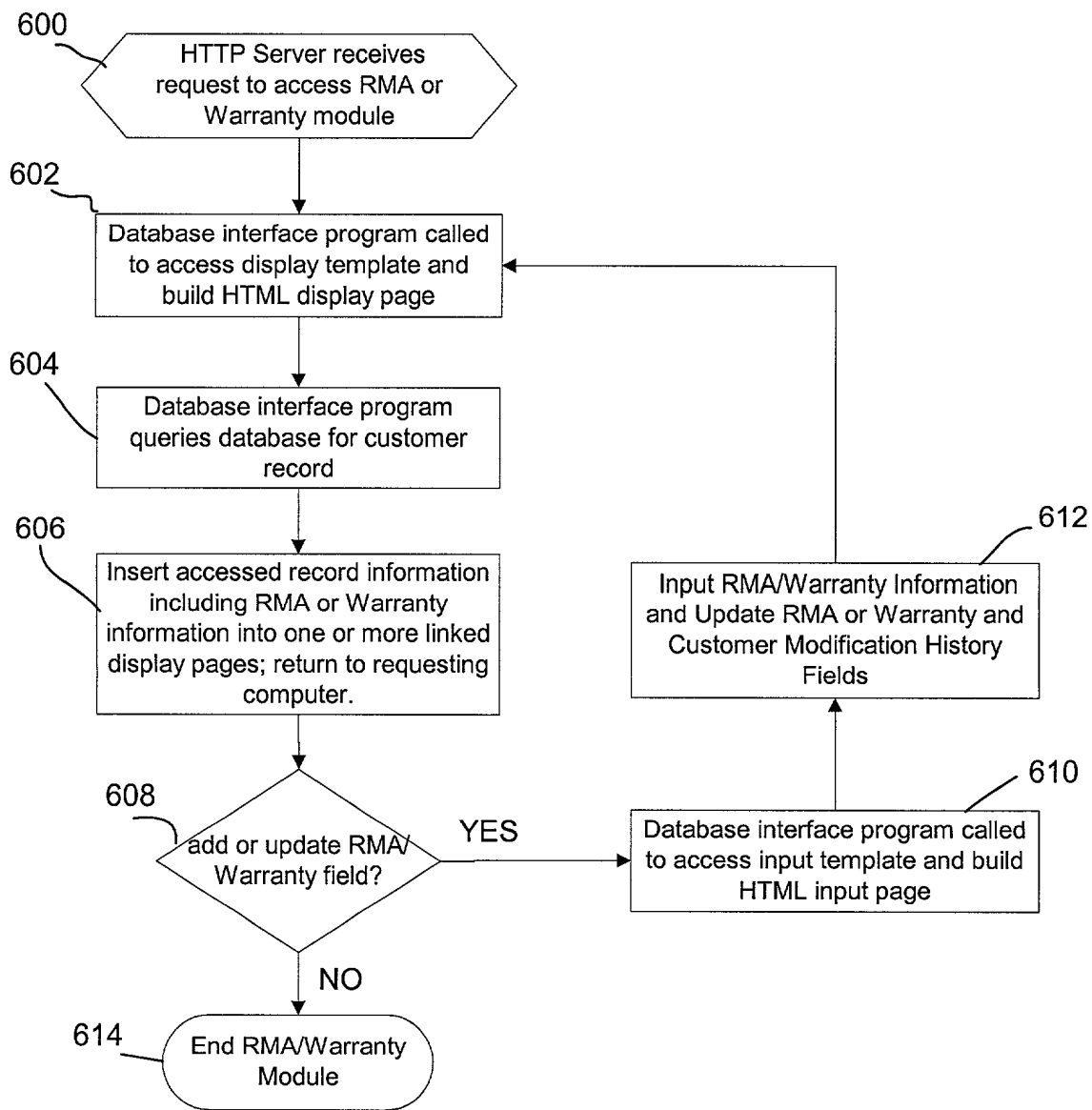


FIG. 7

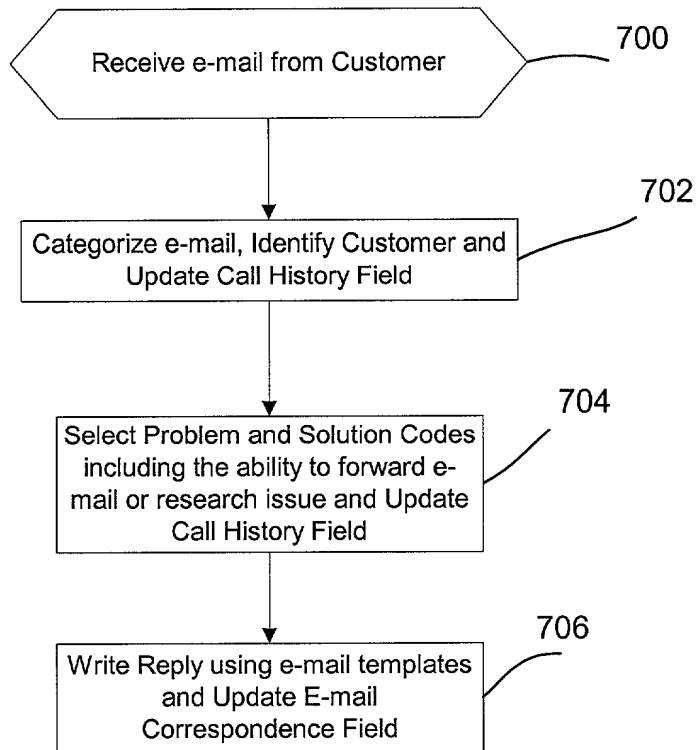
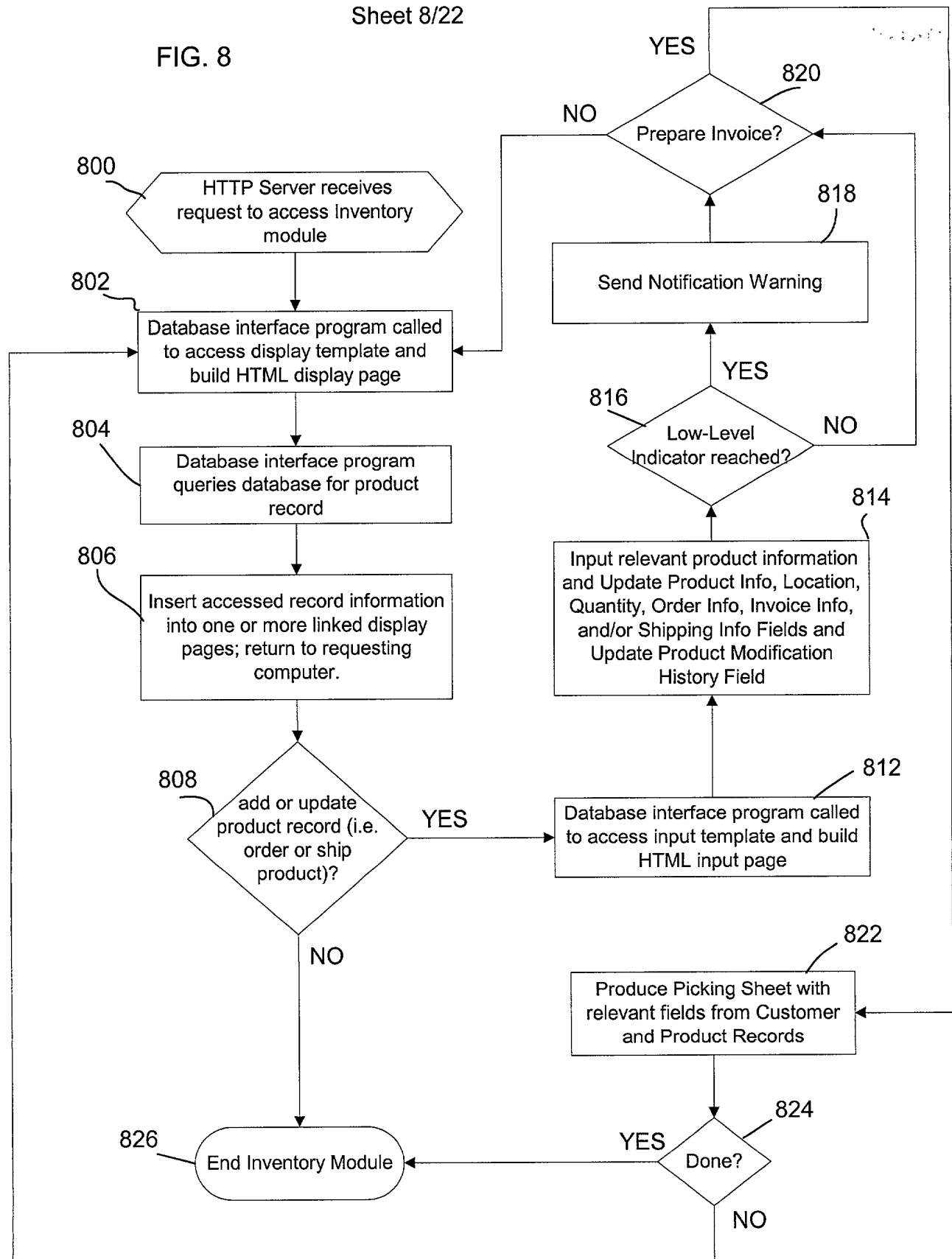


FIG. 8



03040301 1292850

FIG. 9

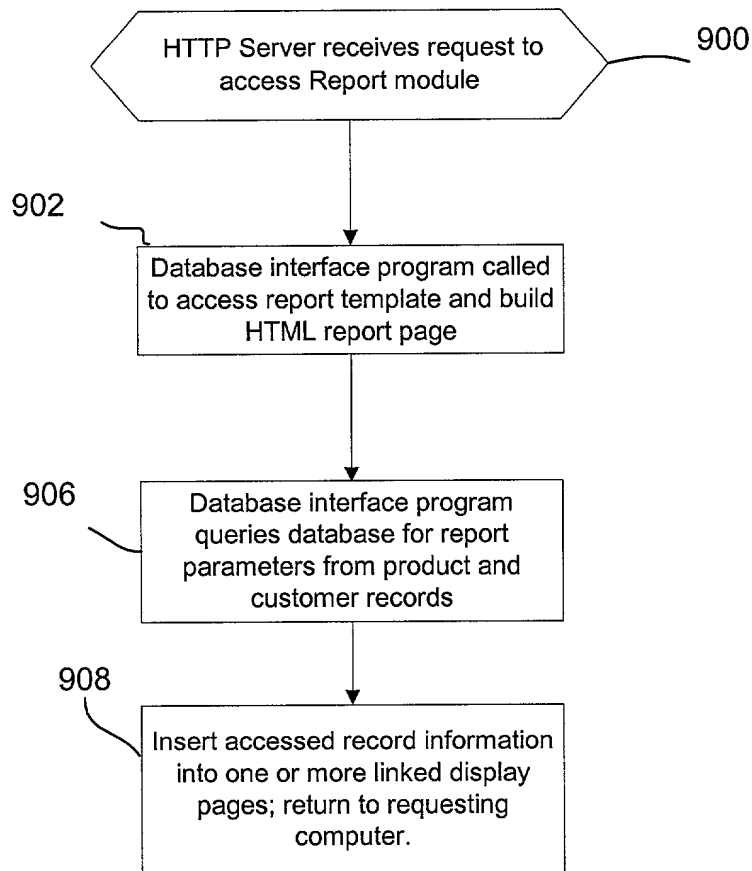


FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com Links

Address http://cm.alorica.com/emachines/CustForm.asp?customer_id=166515&Customer_Product_Id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Customer Product 175097 Part Call Issued
Test ID: ID: Warranty: in Warranty: out Call 10 RMA 5 EW: Out
#:

Customer Info Product Info ESA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
First Name: Toni
Last Name: Test
Address: 40 Test Drive West
City: Testville
State:
Zip: 12345
Day Phone: 1234567890
Night Phone(Optional): 9191919191
Fax(Optional): 8282828282
Pager(Optional): 1818181818
Email(Optional): tttest@testa.com
Company(Optional): Testa
Modify

Send mail to
Customer Record Modification History

Done Internet

FIG. 11A

Lee et al.
Sheet 11/22

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail Print Edit Real com ALORICA Links

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Customer Product 175097 Part Call Issued
Last ID: ID: Warranty: In Warranty: Out Num: LG RMA 0 EW: Out
#:

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID: Customer Product ID Serial Number RMA Replaced
166515 175097 111222333 0

Add New or Another Product: New Product

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail Print Edit Real com ALORICA Links

Address http://cm.alorica.com/emachines/product1.asp?customer_id=166515&customer_product_id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Customer Product 175097 Part Call Issued
Last ID: ID: Warranty: In Warranty: Out Num: LG RMA 0 EW: Out
#:

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
Model Number: 400d
Serial Number: 111222333
Monitor Serial Number:
Purchase Date (MM/DD/YYYY): 12 / 10 / 1999
Part Warranty Expiration Date (MM/DD/YYYY): 12 / 10 / 2000
Purchase Store:
Manufacturer: Emachines

Modify

Customer Product Record Modification History

Agent Name	Date	Comment	Description
Customer Info	Product Info	ESA Info	Escalation Info
Customer History	RMA Info	Part Request Info	Pay For Support Info

Internet

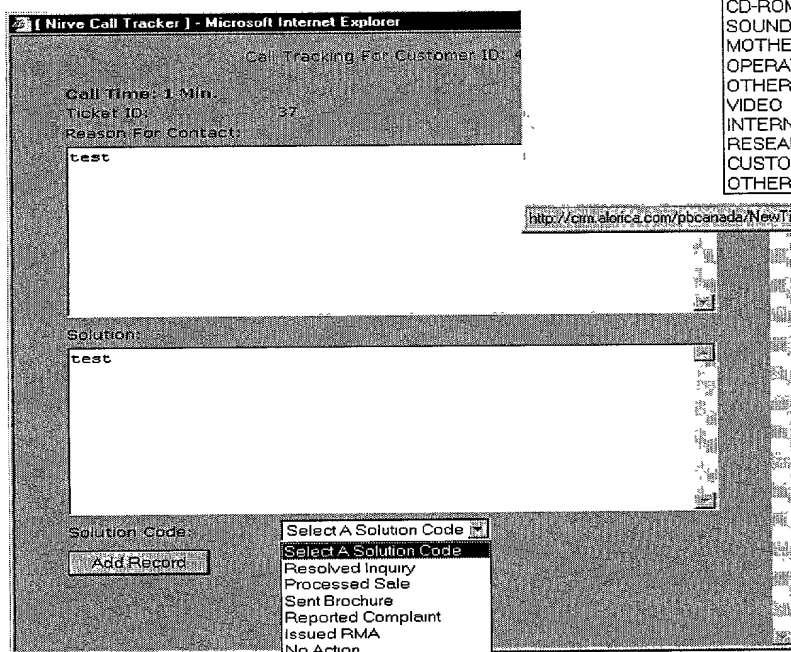
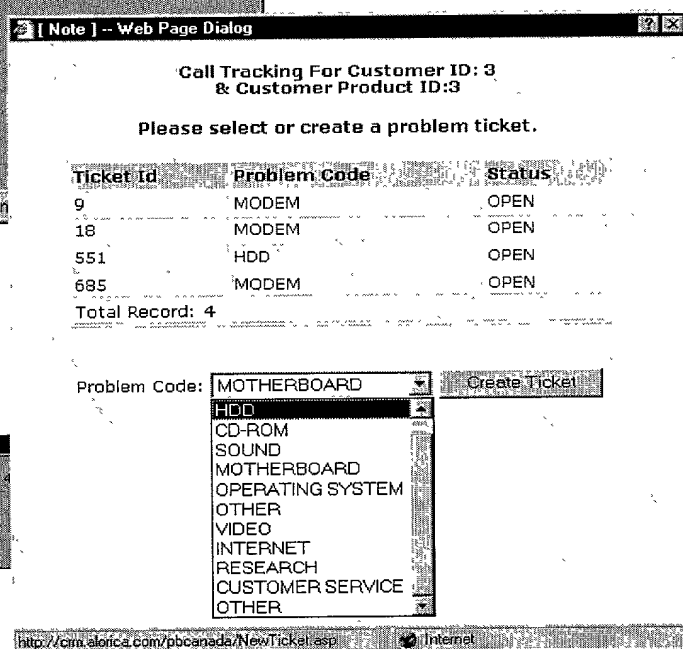


FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://rma.alorica.com/emachines/rmanet.cfm

Logged In As: Paul Hao Log Out

EMachines Support System

General Information

[Introduction](#)
[RMA Status Check](#)
[Escalation](#)

Emachines Inspection

[Emachines Inspection](#)
[Code Page](#)

Emachines Quality Control

[Emachines Quality Control](#)
[Code Page](#)

RMA Receiving

[New Receiving](#)
[Mass Entry Receiving](#)
[Receiving](#)

EMachines Systems: RMA Status Check

You may search by any of the following:

RMA Number

Model Name

Serial Number

First Name

Last Name

Phone

Zip Code

Country

Agent ID

Issue Date From To

Sort By

Hebit™ Copyright© 2000 Alorica, Inc.

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail Print Edit

Address http://crm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao
Date: 7/11/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Num: 9 Rma 1 EW: Out

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail Print Edit

Address http://crm.alorica.com/emachines/RMA_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Num: 10 Issue Rma: 1 EW: Out

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

RMA Date	May 22 2000
RMA Number	EM050022121
RMA Agent	Paul Hao
First Name	Toni
Last Name	Test
Address1	40 Test Drive West
Address2	
Address3	
City	Testville
State	Testonia
Zip Code	12345
Country	US
Contact	
Phone	1234567890
Alternate Phone	9191919191
E-mail	tttest@testa.com
Alt E-mail	
Model Name	400id
Serial Number	111222333
Warranty (In Out)	1
Purchase Date	

Done Internet

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail Print Edit

Address http://core.alorica.com/extwar/frameset.cfm?page_name=customer_info.cfm&Customerid=111867&RequestTimeout=1200&CFID=425&CFTOKEN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System
◀ Back Forward ▶

Search
Customer Information
Extended Warranty
Service History
Case Status
Service Center
User Admin
Operation Reports
Log Out

Customer Information

First Name: paul
Last Name: hao
Address: test
City, State Zip: Diamond Bar, CA 91765
Phones: Day 9096102511
Evening:
Fax:
Email: paul@alorica.com
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
S10001	test		S10001	11/11/1999		Approved	Edit

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites History Mail Print Edit

Address http://core.alorica.com/extwar/frameset.cfm?page_name=customer_info.cfm

Service Center
User Admin
Operation Reports
Log Out

Phones: Day 9096102511
Evening:
Fax:
Email: paul@alorica.com
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
S10001	test		S10001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	ttt
edward	2000-01-31 16:14:47	Update Customer Record	dox
edward	2000-01-31 17:08:41	Update Customer Record	test
edward	1999-10-27 15:36:24	Update Customer Record	Update info
edward	2000-04-28 16:28:17	Update Customer Record	cc
edward	2000-04-28 16:28:36	Update Customer Record	cc
edward	2000-01-31 16:13:33	Update Customer Record	dsf
sup	1999-12-07 12:48:17	Update Customer Record	test
sup	2000-01-24 17:38:14	test	Modify

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FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://ma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hao Log Out

EMachines Support System

Mass Receiving

Mass Entry Receiving

Receiving

Print Traveler

RMA Shipping

RMA Shipping

Operation Reports

Agent Function Search

Receiving Report

Repair Stage Report

QC Discrepancy Report

Inspector Code Report

Inspector Summary Report

TGA Report

Call Center Report

EPR Shipping Report

User Administration

Download

Receiving Report

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

Internet

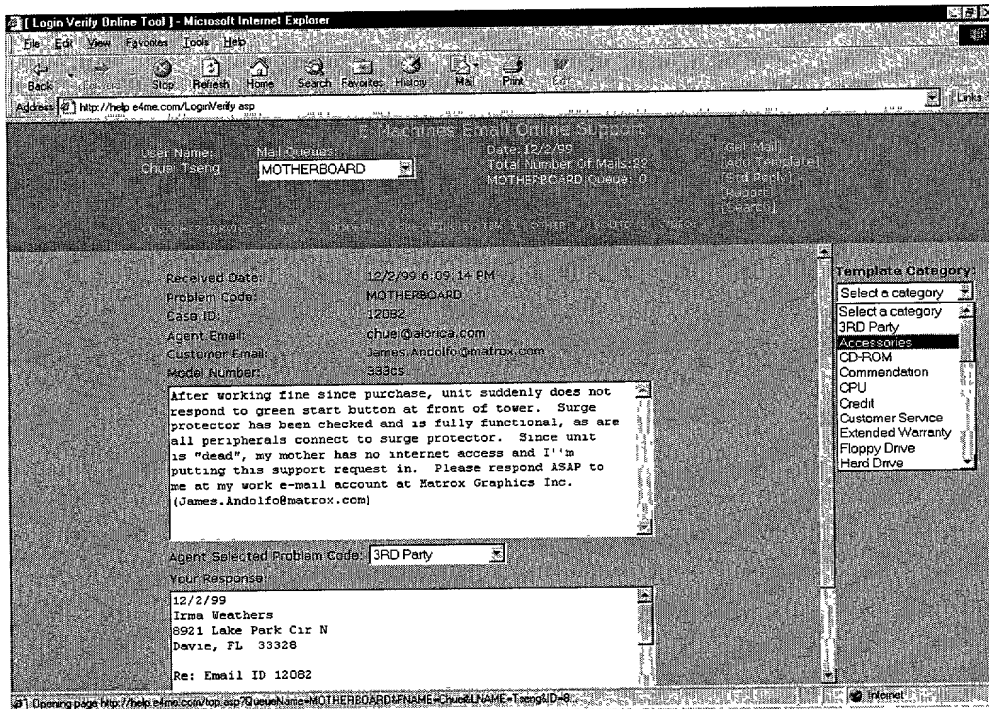


FIG. 17B

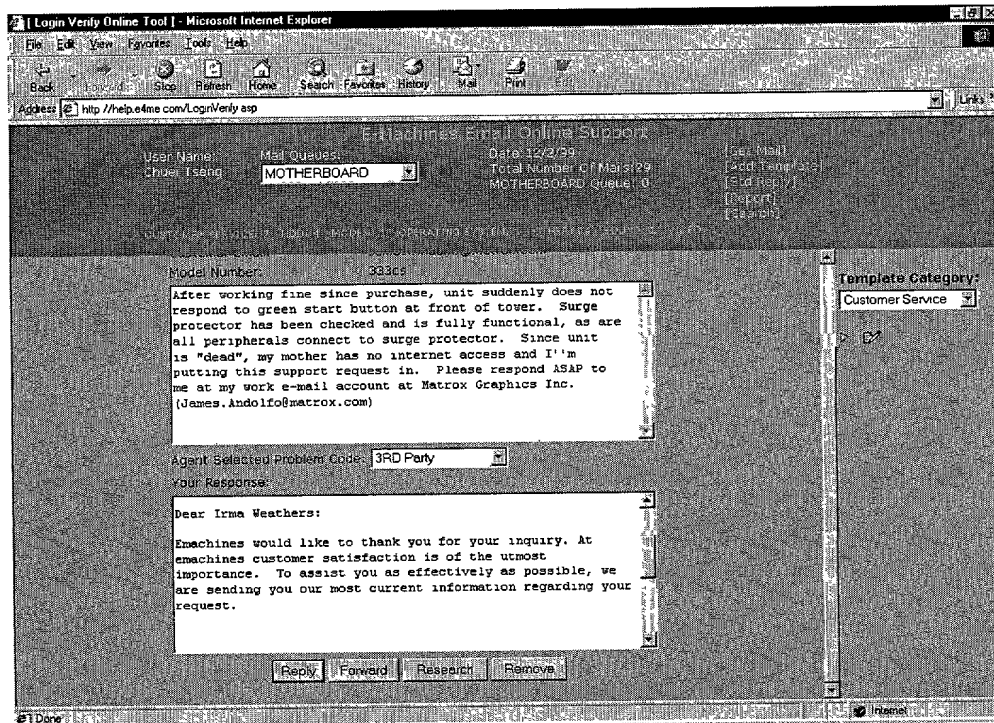


FIG. 18A

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.techjungle.com/pbnc/admin/ProductMan.asp?Product_Id=338

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Sech | Customer Sech | Report | Logout

Product Info | Compatible Model | Subunits | Inventory Records

Product Id: 338

Category: PDA [Select] [Rename]

Sub-category: MobilePro [Select] [Rename]

Manufacturer: NEC [Select] [Rename]

Part No. JNB-002

Model Type: Refurbished NEC Handheld Device Mobile

SKU: MC-R520A

Size: 1

Quantities On Hand 39

Ordered Quantities 2

Low Qty Alert 5

Quantity On Order 0

Location Code

Model Information: Refurbished MobilePro Professional PC Companion with 8.1" color touch

Marketing Text: <html> <head>

FIG. 18B

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.techjungle.com/pbnc/admin/ProductMan.asp

Weight (in lb): 5

Discontinued: No

Special Promotion: Yes

Show on Home Page: Yes

If unavailable will restock: Yes

Will show on public web sites: Yes

[Modify]

Stores For Product ID: 338

Store Name	Remove
PB-NEC	[Remove]
[Add Store]	

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
Robert Chung	4/11/00 4:01:20 PM	price	Modify
Robert Chung	4/11/00 4:00:27 PM	price	Modify
Robert Chung	2/16/00 2:49:39 PM	price	Modify
James Chang	2/4/00 3:01:07 PM	changes	Modify
James Chang	2/4/00 3:00:26 PM	new	Add

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Product Main | - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALP Print On Etc

Address http://www.techjungle.com/pbnc/admin/inventory.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/A11	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 SB PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	VB PWB-1841-1 SPECTRIA		0
030059	VB PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done Internet

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALP Print On Etc

Address http://www.techjungle.com/pbnc/admin/Purchase.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records

Vendor: Order Number:

Order Date (mm/dd/yy): 7/12/00 Available Date: 7/17/00

SKU: Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

Id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0									

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Internet

Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.techjungle.com/pbnc/admin/Invoice.asp

Paul Hao
7/12/00
Access Level:1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info | **Invoice** | Orders | PMA | Create Picking Sheet

Invoice ID: 9 eMachines
Invoice Date: 12/28/99 12:21:09 PM
Status: SHIPPING_NOTIFIED

Ship To Address:

First Name: test
Last Name: test
Address: test
City: test
State: CA
Country: USA
Zip: 91748
Day Phone: 1112223333
Eve Phone: 3332221111
Zip:
Shipping Method: FedEx 2day

Credit Card Information:

Credit Card Type: MasterCard
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://www.techjungle.com/pbnc/admin/PickingSheet.asp?Invoice_Id=5480&Id_Invoice_Id=1393

eMachines
Agent Name Paul Hao

Ship to test test Bill to test test Date 12/28/99 12:21:09 PM
est
test,CA91748 test,CA91748
Tel(Dx (111) 2223333 Tel(Dx (111) 2223333
Tel(Fx (333) 2221111 Tel(Fx (333) 2221111
Email paul@alorica.com

Phone (111) 2223333 Customer ID 9533 Invoice ID 1393

Part No	Location	SKU	Model	Qty	Ship	Shipped	SLA Available Date	Tracking No	Method	Unit Price	Sub Total
No Order Items!											

Credit Card Type	Credit Card No	Expiration Date	Pre Authorization Order No	Pre Authorization Reference No	Pre Authorization Return Code	Status
Master Card	41111111111111110100			9464054738381061365531		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet

Order List From: 7/12/00 To: 7/12/00
FOR Store: eMachines

Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No.	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295	16486	13929	1438	584	584	7/12/00 1:02:26 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18298	16489	13932	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
19299	16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18300	16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18303	16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18304	16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sur
18305	16496	13939	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18307	16498	13941	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sur
18308	16499	13942	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sur

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

Lagged In As: Paul Hao

Log Out

EMachines Support System

Upload RMA

Part Request

Status Check

CC Process

CC Charge Resp

Fulfillment

Reconfirm

Parts Request

Fulfillment Firm

Warehouse

RMA Parts

RMA Defective Parts

Administration

User Administration

Find User

RMA with No

Reconfirmation Date

RMA Defect Parts Inventory

SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
589	Floppy Drive	eMachines	eFDD Samsung SFD-321B		1	110	A12	Edit
525	Heat Sinks	eMachines	eFan Onent MMX/AMD-K6		0			Edit
526	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K6/MI		0			Edit
527	Heat Sinks	eMachines	eFan AAVID MII(w/o PAD)		0			Edit
528	Heat Sinks	eMachines	eFan AAVID Intel PIII SECC2		0			Edit
529	Heat Sinks	eMachines	eFan Dusing Celeron SEPP (w/o Clip)		0			Edit
530	Heat Sinks	eMachines	eFan Dusing Celeron SEPP Clip		1			Edit
531	Heat Sinks	eMachines	eFan AAVID Celeron FCPGA		1			Edit
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA		0			Edit
AL002	KDS Products	KDS	eOne mouse		0			Edit
AL003	KDS Products	KDS	eOne Keyboard		1			Edit
AL004	KDS Products	KDS	eOne power cord		1			Edit
566	Keyboards	eMachines	eKB Chicony 2971-Standard		0			Edit
567	Keyboards	eMachines	eKB Chicony 5001-Standard		2			Edit
568	Keyboards	eMachines	eKB BTC 5000A16-Key/Internet		7			Edit
569	Keyboards	eMachines	eKB BTC 5190(19-Key/eKeys)		3			Edit
282	Modems	eMachines	eModem Rockwell MW560C1		74			Edit
414	Modems	eMachines	eModem Lucent MW5250		159			Edit
571	Mouse	eMachines	eMouse Logitech M-SAS61		6			Edit
AL001	Power Cord	eMachines	eTower / eView cord		0			Edit

